



SNAP PANDEMIC EBT (P-EBT) (GUAM QUEST CARD)

WELCOME TO SNAP P-EBT AND GUAM QUEST CARD - The safe, convenient and easy way to use your benefits. If you qualify for P-EBT benefits, you can use your Guam Quest Card to purchase:

- Breads and cereals, fruits and vegetables, meats, fish, poultry, dairy products, and seeds and plants that you can use to grow your own foods.

Items you CANNOT purchase with your Guam Quest Card include, but are not limited to:

- Alcoholic beverages, cigarette or other tobacco products, pet food, hot foods, vitamins or medicines, non-food items, such as tissues, soap, cosmetics, or other household goods.

HOW DO I GET MY BENEFITS WITH THE GUAM QUEST CARD?

Your benefits will be loaded to your account according to the schedule. (Please call 311 for more information). **Use the Guam Quest Card to access your benefit.** As you use your benefits to buy goods, your account balance will decrease. The P-EBT benefit issued is valid for 365 days.

HOW TO USE YOUR GUAM QUEST CARD AT THE GROCERY STORE

1. Know your balance before going shopping.
2. Swipe your Guam Quest Card through the Point-Of-Sale (POS) card swipe machine OR hand your card to the clerk/cashier.
3. Enter your four-digit Personal Identification Number (PIN) on the keypad. The card swipe machine will show ****.
- 4. DO NOT GIVE THE CASHIER YOUR PIN**
5. Press the OK or ENTER key.
6. The clerk enters the purchase amount and, if it is correct, press the YES key.
7. The clerk will hand you your receipt. Make sure the information on the receipt is correct.
8. Keep the receipt to know your available balance the next time you shop.

Note: There is no transaction fee for using the Guam Quest Card at a POS card swipe machine at the grocery store.

WHAT SHOULD I DO IF SOMEONE FINDS OUT MY PIN?

Immediately call 24/7 Customer Service at 1-866- 937-4826 (shown on the back of the card) to request a deactivation of your card. You may also call or visit the DPHSS Issuance Section office to make the request. The Office is available on Monday to Friday, except Government of Guam Holidays, from 8:00am to 4:30PM.

WHAT IF THERE IS AN INCORRECT TRANSACTION ON MY ACCOUNT?

When a retailer is paid either too much or too little from your P-EBT account due to a computer system problem, a correction must be made to your balance. This correction could impact your current balance. P-EBT benefit adjustment notice of the correction will be mailed to you if it reduces your balance.

Immediately visit or call the DPHSS Issuance Section office to report the error if you discover an error to your account balance,

WHERE CAN I USE MY GUAM QUEST CARD?

You can use your Guam Quest Card at participating stores on Guam and within the United States.

HOW DO I TAKE CARE OF MY CARD?

1. Sign the back of your card.
2. Do not write your PIN on your card.
3. Keep your card safe and clean.
4. Do not damage or bend your card.
5. Do not put your card near magnets and electronic equipment, such as TVs, stereos, VCRs, microwaves, etc.
6. Do not leave your card in direct sunlight (like on your car's dashboard).
7. Do not throw your card away. You can use the same card, as long as you receive benefits.

WHAT IS A PERSONAL IDENTIFICATION NUMBER (PIN)?

A PIN is a four-digit secret number that allows only you to use your Guam Quest Card at Point of Sales (POS) card swipe machine. You will be issued a temporary PIN upon issuance of your Quest Card.

Never share your PIN with anyone! If someone knows your PIN, they can use your card to get all of your benefits. These benefits cannot be replaced!

HOW DO I CHANGE MY PIN?

Please call the customer service number at 1-866-937-4826 or go online (www.ebtEDGE.com) to your P-EBT account to change your personal identification number (PIN).

1. Listen to the recording carefully.
2. It will ask you to enter the 16-digit number found on the front of your Guam Quest card.
3. It will tell you to select a PIN.
4. It will ask you for your child's P-EBT case number and Social Security Number (SSN). If we provide you with P-EBT ID, please use it as your child's SSN for P-EBT purposes.

DO NOT SHARE THESE INFORMATION WITH ANYONE (FOR OFFICIAL USE ONLY)		
Child's First Name	Case Number	P-EBT ID
1		
2		
3		
4		
5		
See additional space at the back		

WHAT IF I ENTER THE WRONG PIN?

If you are having trouble remembering your PIN, DO NOT try to guess it. If you enter the wrong PIN, you have three (3) more chances to enter the correct number. If you do not enter the correct PIN by the fourth try, you will not be able to use your card until after midnight because a hold is placed on your card.

WHAT SHOULD I DO IF I LOSE MY CARD?

If your Guam Quest Card is lost, stolen or damaged and you need a replacement card, call Customer Service at: 1-866-937-4826, or visit the DPHSS Issuance Section.

WARNING: Upon your 4th request of a replacement card within a 12-month period, you will be issued a notice and your account will be closely monitored for suspicious activity. At your 5th request of a replacement card within a 12-month period, your name will be forwarded to the DPHSS Investigation and Recovery Office (IRO) within the Bureau of Management Support (BMS).

WHAT IF MY CARD WON'T WORK?

Call Customer Service for assistance. This number is found on the back of the card. Customer Service is available 24 hours a day, 7 days a week. You can also call or visit any Issuance Section location for assistance from Monday to Friday, 8:00 AM to 4:30 PM, except Government of Guam holidays.

USING YOUR BENEFITS ILLEGALLY?

- You can be disqualified from the benefit program and maybe prosecuted if you use your card for illegal purposes.
- You cannot use your card to make purchases in liquor stores/establishments, gambling facilities, or adult entertainment establishments.

MISUSE OF SNAP BENEFITS IS A VIOLATION OF STATE AND FEDERAL LAWS

- Do NOT sell, trade or give away your P-EBT benefits, PIN or Guam Quest Card.
- Do NOT allow a retailer to buy your P-EBT benefits in exchange for cash.
- Do NOT use someone else's P-EBT benefits or Guam Quest Card for you household.
- Do NOT purchase non-food items or pay credit accounts with your Guam Quest Card.

WHAT IS SNAP TRAFFICKING?

Trafficking may include, but is not limited to:

- Selling Guam Quest Cards or P-EBT benefits to someone else.
- Buying Guam Quest Cards or P-EBT benefits from someone else.
- Stealing someone else's P-EBT benefits.
- Exchanging your P-EBT benefits for anything other than eligible food items.
- Buying P-EBT eligible food and then reselling it for cash.
- Attempting to commit any of the acts mentioned above.

DID YOU KNOW?

Even intending to sell your P-EBT benefit by offering it to someone or posting it for sale on social media sites, such as Craig's List, Facebook, Twitter, and eBay is a violation and may result in permanent disqualification from SNAP.

BE ON GUARD

Beware of scam websites or mobile applications that claim to help you apply for SNAP benefits or access your account. These websites may try to steal your personal information.

REPORT FRAUD

Buying, selling, or otherwise misusing SNAP benefits is a federal crime. To report fraud, visit www.usda.gov/oig.hotline.htm or call 1-800-424- 9121, or call the KEHA Hotline at (671) 735-7353.

ACCOUNT INFORMATION AVAILABLE ONLINE AT:

WWW.ebtEDGE.com

Download ebtEDGE app to your mobile device at ebtEDGEmobile.com

Benefits Includes:



- Free for cardholder use
- Deposit History
- Transaction History

FOR MORE INFORMATION, PLEASE CALL:

(671) 735-7344/7256/7267/7321

(671) 300-8854/8867/8870/8871

TEXT: (671) 488-6839

BENEFIT ISSUANCE SECTION	
DPHSS, Northern Public Health Facility 520 W. Santa Monica Avenue Dededo, Guam 96929 (671) 635-7488	DPHSS, RAN-Care Commercial Center 2nd Floor West Wing 761 South Marine Corps. Drive Tamuning, Guam 96913 (671) 300-8854

Additional list

Child's Name	Case Number	P-EBT ID
6		
7		
8		
9		
10		
11		
12		